



State of Utah

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Client Service Memorandum 2020-03

To: All Client Service Staff
Issued By: Aaron Thompson, Rehabilitation Services Director
Authorized By: Stacey Cummings, Program & Policy Director
SUBJECT: High Quality Indicator for Job Placement during COVID-19
Effective Date: May 11, 2020
Sunset Date: TBD

PURPOSE: This guidance memorandum serves to inform staff and providers about a service option that is to be utilized during the COVID-19 pandemic. This guidance is effective immediately and will sunset when Utah moves to “yellow” status per Utah’s Phased Guidelines for the General Public and Businesses. For more information on the guidelines please refer to: <https://coronavirus.utah.gov/utah-leads-together/>

CONSIDERATIONS: In response to the current COVID-19 pandemic, the Utah State Office of Rehabilitation has developed a time-limited High Quality Indicator (HQI) payment for clients who began the process of Job Development during the red and orange phases of Utah’s Phased Guidelines for the General Public and Businesses. The purpose of this supplemental milestone is to offer an alternative to the 60-day to placement high quality indicator that is difficult to achieve due to the COVID-19 pandemic. VR Counselors will generate an authorization for the COVID-19 Placement HQI for any client that began Job Development on or after March 6, 2020 through Utah’s official move to yellow phase (TBD). The CRP will be eligible to bill this HQI regardless of the time to the client’s Job Placement. CRP’s may not bill for both the 60-Days to Placement HQI and COVID-19 Placement HQI. As with all HQIs this is authorized when the client has reached 30 days of stability. VR Counselors are prohibited from authorizing the COVID-19 Placement HQI once Utah has officially moved to Yellow status.

COMMUNITY REHABILITATION PROGRAM (CRP) SERVICES:

- CRPs will receive an authorization for a COVID-19 High Quality Indicator Fee for clients who began Job Development on or after March 6, 2020 through Utah’s official move to the “yellow” phase of Utah’s Phased Guidelines for the General Public and Businesses.
- Consistent with the other HQIs, CRPs may invoice USOR for this HQI when the client has reached 30 days of stability.
- CRPs may not invoice USOR for both the COVID-19 HQI and the 60 Days to Placement HQI. If the client does secure employment within 60 days, the CRP will invoice for the 60 Days to Placement HQI and forego the COVID-19 Placement HQI.
- Authorizations for the COVID-19 Placement HQI cannot be generated after Utah’s official move to yellow status as determined by Utah’s Phased Guidelines for the General Public and Businesses.

RATES

- The rate for the COVID-19 Job Placement High Quality indicator is consistent with other High Quality Indicator payments of \$500.

RESOURCES

- <https://coronavirus.utah.gov/utah-leads-together/>

POINTS OF CONTACT

- For CRP Services: Jason Bennington at: jbennington@utah.gov